


SNMH 05/31/12

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Hospital Name	Percent of patients who reported that their nurses "Sometimes" or "Never" communicated well.
SIERRA NEVADA MEMORIAL HOSPITAL	 5%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Usually" communicated well.

20%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Always" communicated well.

75%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Sometimes" or "Never" communicated well.

6%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Usually" communicated well.

17%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Always" communicated well.

77%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.

9%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Usually" received help as soon as they wanted.

27%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Always" received help as soon as they wanted.

64%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their pain was "Sometimes" or "Never" well controlled.

6%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their pain was "Usually" well controlled.

25%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their pain was "Always" well controlled.

69%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.

19%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.

19%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Always" explained about medicines before giving it to them.

62%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.

9%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Usually" clean.

19%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Always" clean.

72%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.

15%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Usually" quiet at night.

34%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Always" quiet at night.

51%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that YES,they were given information about what to do during their recovery at home.

84%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they were not given information about what to do during their recovery at home.

16%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).

10%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0
(lowest) to 10 (highest).

25%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0
(lowest) to 10 (highest).

65%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported NO,they would not recommend the hospital.

5%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES,they would probably recommend the hospital.

26%



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES,they would definitely recommend the hospital.

69%



SNMH 05/31/12

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Number of Completed Surveys

300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Survey Response Rate Percent	Hospital Footnote
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32%